

# Maryland Department of General Services

2<mark>020</mark> Annual Report

Larry Hogan Governor

Boyd K. Rutherford Lt. Governor

Ellington E. Churchill, Jr.

Secretary

Nelson E. Reichart

Deputy Secretary

Robert E.Gleason
Chief Procurement Officer

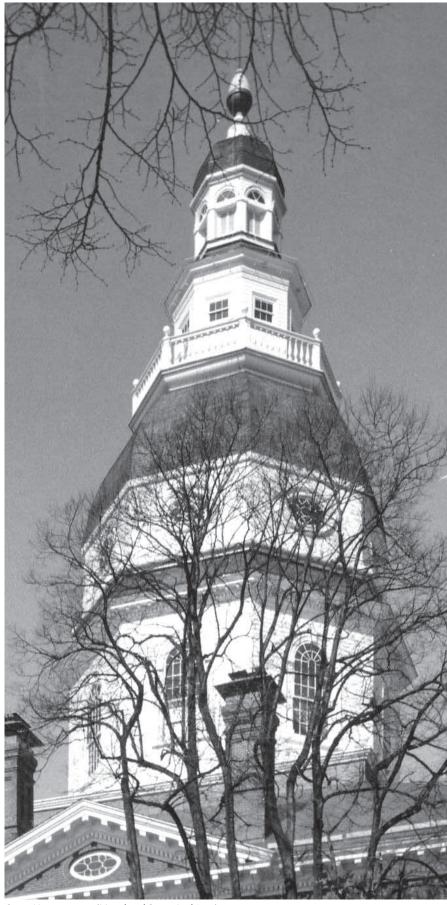
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State House, 1876 (Maryland State Archives)



State House and Old Court of Appeals, 1965 (Maryland State Archives)

#### MISSION

It is the mission of DGS to be the accessible, accountable support agency delivering expertise, essential services, facilities operations and maintenance to the state in order to enhance the quality of work/life environments for our stakeholders and the citizens of Maryland.

#### VISION

To be the premier partner to our sister agencies, delivering support, expertise and essential services, as needed, to facilitate their missions on behalf of the citizens of Maryland.

#### VALUES

Customer-Focused
Respectful, Responsive and Results-oriented
Accessible and Accountable
Transparency and Teamwork
Communication and Coordination for Optimal Outcomes



#### MESSAGE FROM THE GOVERNOR

Our administration is immensely proud of the Maryland Department of General Services (DGS) for 50 years of outstanding service to our great state. The department has many responsibilities that are absolutely essential to keeping our entire state government running as smoothly and effectively as possible.

Over the course of General Services' history, the department has changed significantly. Beginning in 1845, when DGS was tasked with managing state grounds in Annapolis, to its current portfolio, which includes facilities management, capital construction, federal surplus, managing state real estate, housing the Maryland Capitol Police, and overseeing statewide procurement, the wide ranging functions of this department are essential to our state.

DGS works tirelessly every single day on behalf of the people of Maryland, providing respectful, responsive, and results-oriented services. Whether it is protecting the safety and security of employees and visitors at state facilities or maintaining state facilities and grounds, the men and women of DGS can always be found "Doing Great Service."

I encourage you to learn more about the Maryland Department of General Services and the hard work they do in this 2020 annual report.

Thank you,

Governor Larry Hogai

#### MESSAGE FROM THE SECRETARY

I am pleased to present the Maryland Department of General Services 2020 Annual Report. This year has been a unique and special year for our department as we celebrate our 50th anniversary, building on our proud tradition of serving the citizens of this great state. We continue to improve our delivery of services across Maryland, working tirelessly to modernize Maryland's procurement system, building and maintaining our state's facilities, and collaborating with the community to change Maryland for the better.

The word "unprecedented" describes a year focused on slowing the spread of COVID-19 across the state and nation. COVID-19 has affected our day-to-day lives demanding more from our department to maintain our high level of service under the governor's leadership. But even through these challenging times, General Services remains committed to ensuring state operations continue running smoothly and effectively, and Marylanders have the resources they need to stay healthy and safe as the state continues its economic recovery.

While we could not be together as planned, General Services virtually celebrated our 50th anniversary as a state agency on August 1, 2020. Thanks to a proclamation and messages from Governor Larry Hogan and Lt. Governor Boyd K. Rutherford, employees and General Services fans alike were able to appreciate and reflect on the past five decades of Doing Great Service.

Learn more about what our six divisions and 31 business units have achieved over the last year to keep Maryland Strong in this 2020 Annual Report. Thank you for your support of the department over the past 50 years; we look forward to another half-century of serving the citizens of this great state.

Thank you,

Secretary Ellington E. Churchill



#### **DGS BY THE NUMBERS**

Real Estate Lease Management and Procurement unit procured 30,387 sf of leased space for the Maryland State Police.

Oversaw 11 lease construction projects totalling over 250 thousand square feet.

Oversaw 85 lease transactions for fiscal year 2020 including 23 new leases, 50 renewals and 12 modifications, supplementals and amendments.

The Office of State Procurement processed \$797,945,965\* of emergency procurements related to the COVID-19 pandemic.

The Computerized Maintenance **Management Systems Customer** Service Center assisted with 28,653 work orders, 6,465 work request from building tenants, and handled 2,951 calls.

The Capitol Police Security Card **Processing Center processed** over 14,000 applications for State ID cards.

General Services achieved 81.8% Very Satisfied Customer Service Survey results in FY20, up from 75.0% in FY19.

Four employees in the Mail Distribution Center distributed 200,536 pieces of mail in fiscal year 2020.

\*As of 11/30/2020

#### **DGS BY THE NUMBERS**

The Capitol Police conducted over 23,150 building checks and 37,160 patrol checks.

In 2020 the Capitol Police K-9 Unit completed 2,338 building sweeps and 1,581 patrol checks.

The Design and Construction Division managed the installation of over 1,000 new COVID-19 patient beds through Surge Response Tents, hospital renovations, and the Baltimore Convention Center Field Hospital.

The Construction Division completed, in addition to all of the COVID-19 projects, 95 projects valued at \$210,000,000.

Inventory Standards sold over 1,100 vehicle and equipment items at auction resulting in net sales of \$2.8 million to State agencies.

Fuel Management dispensed over 10.4 million gallons of consigned fuel and over 10.1 million gallons of bulk fuel for the State of Maryland through the Statewide Fuel Management Program.

Surplus Property utilized the GovDeals online auction to sell excess state property valued at \$871,620 from a total of 27,242 bidders.

The State Energy Database, managed by the Office of Energy, tracked 15,886 utility accounts and 15,122 utility meters and processed 14,000 utility invoices per month.

The Capitol Police completed over 555 investigative reports.

The Capitol Police provided safety The Capitol Police responded to for over 45 rallies and over 82,300 calls for service. demonstrations in Annapolis.



#### A BRIEF DGS HISTORY

One of the original functions of DGS was the care of buildings owned by the state. Prior to the mid-to-late 20th century, most of Maryland's few state-owned buildings were located within close proximity of State Circle in Annapolis, with a small amount of leased space in other locations around the state. DGS did not obtain full department status until 1970, when it evolved—from its origin of a single person planting trees and repairing gates and gutters—to a complex organization of over 600 employees in 2020. DGS' responsibilities impact all state departments, agencies and branches of government. This continuing evolution has enabled it to meet its mission of service as the state's landlord, procurement officer and real estate agent.





Proclamation

From the Governor of the State of Maryland

## MARYLAND DEPARTMENT OF GENERAL SERVICES 50<sup>TH</sup> ANNIVERSARY CELEBRATION AUGUST 1, 2020

WHEREAS, The oldest function of the Department of General Services is the care of buildings owned by the State of Maryland;

and

WHEREAS, In 1845, the state librarian was delegated some responsibilities for hiring persons to look after public buildings in Annapolis; in 1849, a person referred to as superintendent of the public buildings was authorized to plant trees and repair gates and gutters; in 1852, monies were appropriated for the salary of the "Superintendent of the public

buildings in the State House circle"; in 1860, the budget provided a salary for a Superintendent of Public

Buildings & Grounds; and

WHEREAS, In 1970, the Department of General Services was created when the executive branch of government reorganized, and the duties of the former Department of Public Improvements and state purchasing functions from the Department of Budget

duties of the former Department of Public Improvements and state purchasing functions from the Department of Budget and Fiscal Planning were transferred to the Department, along with oversight of several previously independent agencies;

and

WHEREAS, In 2019, landmark legislation created the Office State Procurement within the Department of General Services; and

WHEREAS, The Department of General Services has evolved from a single person planting trees and repairing gates and gutters to

a complex organization of more than 600 employees with responsibility spanning all state departments, agencies and branches of government.

NOW, THEREFORE, I, LAWRENCE J. HOGAN, JR., GOVERNOR OF THE STATE OF MARYLAND, do hereby proclaim AUGUST 1, 2020 a day of recognition and appreciation for the Department of General Services on its 50th ANNIVERSARY for the invaluable work it does across Maryland.

Given Under My Hand and the Great Seal of the State of Maryland,
this 1st day of August

Two Thousand and twenty

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Som C. Wahanaris Secretary of State

X Millstone (2nd)

#### **DESIGN, CONSTRUCTION & ENERGY**

#### High-profile projects:

- Enoch Pratt Free Library -Renovations - \$86M
- Catonsville District Court (New) -\$56M
- Garrison Forest Veterans
   Cemetery Expansion \$5.7M
- Annapolis Court of Appeals -ADA Improvements - \$5.4M
- Rocky Gap Veterans Cemetery -Expansion - \$3.3M
- Sandy Point State Park -Environmental Center, Plaza, and Playground -\$2M

The new Catonsville District Court's construction reached completion in early January 2020. At that time the 130,000 sf LEED Silver Certified courthouse became the temporary Towson District Court, while renovations and repairs proceeded at the Towson District Court. In October 2020 Governor Hogan and Secretary Churchill participated in the official ribbon cutting of the new district court.

The Towson District Courthouse, a 52,000 sf building has undergone a series of emergency repairs to its HVAC system.

General Services replaced the above ceiling air handling units, added overflow sensors for condensate drains, and replaced the cooling towers. The new HVAC system inside of the Towson District Court is full of opportunity. Opportunity for reduced maintenance, reduced energy consumption and most of all increased occupant comfort.



Catonsville District Courthouse



Catonsville Courthouse Ribbon Cutting



Catonsville District Courthouse entrance

#### **DESIGN, CONSTRUCTION & ENERGY**



Old Annapolis Post Office

DGS, in collaboration with

designers and contractors, is restoring the Old Annapolis Post Office. This 119 year-old historic structure is being transformed into new office space for state employees. The construction consisted of hazmat removal, building envelope improvements, and historic restorations. In the fall of 2020, the post office received the Stewardship Award from



Preservation Maryland.

Old Annapolis Post Office receives 2020 Stewardship Award



The Lawyers Mall project, a multi-phased utility infrastructure replacement, is scheduled for completion in December 2020. Improvements have been made to upgrade lighting and security on the mall while redesigning this public gathering space to be more user friendly. The Thurgood Marshall Memorial statue was incorporated into the design and will be returned to Lawyers Mall.





#### **DESIGN, CONSTRUCTION & ENERGY**

The new Salisbury Animal Health Diagnostic Laboratory will replace the original 1953 lab. At 19,178 sf, the new lab provides larger work areas, public meetings and training facilities, two necropsy suites, a new incinerator, and a laboratory for advanced diagnostic work. The new building will be LEED Silver certified and with improved energy efficiency and environmental stewardship.

Construction is expected to be completed in March 2021.



Rendering of new diagnostic Lab



Secretary Churchill and Secretary Bartenfelder speaking at ground breaking



New Animal Health Diagnostic Lab Ground Breaking

On February 10, 2020, Governor Larry Hogan, House Speaker Adrienne Jones, and Senate President Bill Ferguson unveiled new statues of iconic Marylanders Frederick Douglass and Harriet Tubman in the Old House of Delegates Chamber of the Maryland State House.





The bronze-cast sculptures weigh approximately 400-500 pounds each. DGS managed the project and conducted preliminary investigations to determine the structural constraints governing the placement of the statues, as well as the means by which the statues could be introduced into the State House with minimal impact to the historic fabric of the building, including the existing timber framed floor and the extensive subterranean building infrastructure.

#### **DESIGN, CONSTRUCTION & ENERGY**

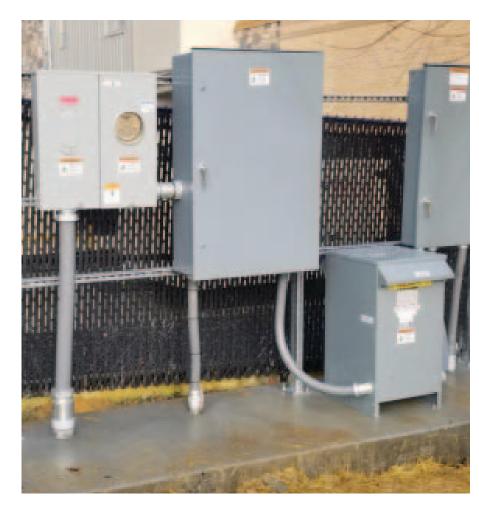
#### The Office of Energy and Sustainability

The Working Group on Reducing Energy Use in State Operations, chaired by the DGS Office of Energy and Sustainability, began quarterly meetings in FY 2020. Included are representatives of the 20 agencies and university campuses that consume 92% of the energy used in State operations.

The majority of State-owned buildings are on centrally metered campuses, which leaves no ability to measure the energy use of individual buildings. The Energy and Sustainability division has begun installing building level submeters for each State-owned building that does not have its own utility meter. Once metered, DGS will be able to track the energy use of buildings in real time so as to gauge the effectiveness of energy improvements, and to alert DGS to unusual increases in energy use.

DGS initiated two lighting replacement projects in Annapolis totaling \$1.5 million that will upgrade existing fluorescent tubes with efficient LED fixtures. A substantial portion of the costs will be recovered through the EMPOWER-BGE lighting rebate program. The balance of the project's costs will be funded by a Maryland Energy Administration zero interest loan and through a current Energy Performance Contract.

The Office of Energy and Sustainability is working with other state agencies to identify sites to install electric vehicle charging stations. The Office is also working closely with BGE to install, at no cost to the State, utility-owned charging stations. Three DGS-owned sites have been identified to receive electric vehicle chargers in 2020.





#### **DESIGN, CONSTRUCTION & ENERGY**

#### **COVID-19** RESPONSE

Planned, designed, and constructed of over 60 Surge Response Tents. The Surge Response Tents were constructed in various sites across the state. The fully-equipped medical tents expand the hospital's capacity to provide critical care to COVID-19 patients. The tents are equipped with patient beds, monitors, an oxygen supply, suction units, medication dispensing stations, a defibrillator, a portable X-ray machine, and a linen station. Each tent can accommodate 10 patients. A single Surge Response Tent takes 6 days to go from an empty lot to patient ready.



Jessup Surge Response Tent

Renovated the Washington Adventist Hospital, which provided an additional 206 COVID-19 patient beds.
Renovations included repairs to medical gas lines, HVAC units, plumbing, electrical work, lighting fixtures, as well as a thorough cleaning of the 200,000 sf space.



Jessup Surge Response Tent



Washington Adventist Hospital

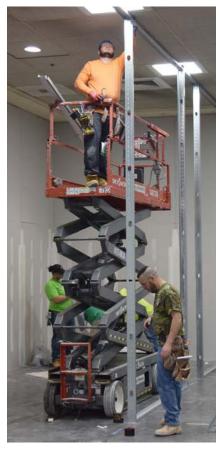


Six Flags Testing Site

#### **DESIGN, CONSTRUCTION & ENERGY**

### **COVID-19** Field Hospitals

Planned, designed, and constructed the **Baltimore Convention Center Field** Hospital. Within 10 days, the empty convention hall was a fully operational field hospital occupying 185,000 sf. The field hospital was equipped with 250 patient beds, sinks, showers, back up generators, a commissary, and a pharmacy. Design and Construction oversaw and managed the installation of the wiring and plumbing, as well as the development of new walls and clean spaces to address both privacy and safety concerns of patients and staff.



Construction of BCC Field Hospital



Maryland National Guard setting up beds in the convention center



Governor Hogan Tours the convention center



Baltimore Convention Center Field Hospital

Annually, Maryland Capitol Police is a proud participant in the Maryland Special Olympics fundraising efforts. Maryland Capitol Police contributed over \$6,626 to the Special Olympics through the Polar Bear Plunge and the Torch Run, which assisted with medal presentations at the Maryland Special Olympics summer games.

The annual Maryland Charity Campaign puts a spotlight on the great need in our communities. Many General Services employees generously give back to support the less fortunate. During the 2019 campaign, DGS raised \$34,575. Collectively the state riased more than \$2.5 million for more than 900 worthy causes in 2019.

In August, a community in **Northwest Baltimore** experienced a gas explosion. After the explosion, Baltimore City Community Liaisons reached out to the DGS Federal Surplus Property unit for assistance. DGS jumped into action and partnered with the Anne Arundel County Food Bank and FEMA to gather supplies. Together, the agencies provided the **Baltimore City Emergency** Management team with 18 pallets of bottled water, 1 pallet of juice boxes, and 1 pallet of MREs.









#### COMMITTEES

The Hearing Accessibility Advisory Board was formulated in January of 2020 as result of House Bill 1192 (CH 336) Acts of 2019. The General Services Secretary was charged with appointing board members to make recommendations for regulations to implement the legislation. The board consults with individuals with hearing loss and knowledge of assistive listening systems and devices who utilize state buildings, and approve waivers to require assistive listening systems in state facilities.

The Maryland Green Purchasing Committee is an interagency committee created by the Green Maryland Act of 2010. The committee develops and implements statewide Green purchasing policies, guidelines, programs, best practices and regulations that provide benefits to the health and well-being of Marylanders and the environment. The Green Purchasing Committee has earned two awards this year in recognition of Maryland's leadership in sustainable Information Technology (IT), the SEC Silver Level Recognition and the EPEAT Purchasers Award."



The Maryland Green Building Council was created in 2007 to guide Maryland's High Performance Building Program. The council is composed of private sector and state agency membership that makes recommendations about implementing the High Performance Building Program. The council also assists the Governor and General Assembly on green building legislation and works to promote green building throughout state government and the private sector.

The Procurement Improvement Council was formed in January 2020 as a result of House Bill 1021 (CH 590), Acts of 2017. The Council ensures that the State is addressing various procurement policies and procedures related to State procurement and advising the General Assembly on proposed legislation in order to enhance the efficiency and transparency of State procurement.









#### **DGS HISTORY TIMELINE**

- 1845, The state librarian was delegated some responsibilities for hiring persons to look after public buildings in Annapolis (Resolution no. 36, Acts of 1845).
- 1849, A person referred to as superintendent of the public buildings was authorized to plant trees and repair gates and gutters (Resolution no. 81, Acts of 1849).
- 1852, Monies were appropriated in 1852 for the salary of the "Superintendent of the public buildings in the State House circle" (Chapter 199, Acts of 1852).
- 1860, The budget provided a salary for a Superintendent of Public Buildings and Grounds.
- 1862, Legislation made the Governor responsible for appointing a competent person for upkeep of buildings and grounds, two watchmen, and a Keeper of the Steam House and Furnace (Chapter 341, Acts of 1860; Chapter 15, Acts of 1862; Chapter 175, Acts of 1888).
- 1888, Position of Superintendent of Public Buildings and Grounds was established by statute, and the duties of the Superintendent of Public Buildings and Grounds were specified.
- 1920, A commission was appointed to look into leasing or building a state office building in Baltimore (Chapter 149, Acts of 1920), which later would require a buildings and grounds unit.
- 1920, The Central Purchasing Bureau was formed (Chapter 184, Acts of 1920). It was incorporated into the Department of General Services in 1970 (Chapter 97, Acts of 1970).

- 1947, The Department of Public Improvements was established to advise the Board of Public Works and other state agencies on engineering questions and other matters pertaining to construction, renovation, maintenance, building and structure repairs, and public works. This department developed the State Building Code.
- 1958, Newly constructed 300 & 301 buildings of State Center, Baltimore were opened.
- 1970, The Office of Real Estate was created.
- 1970, The Department of General Services was created when the executive branch of government reorganized (Chapter 97, Acts of 1970). At that time, duties of the former Department of Public Improvements and state purchasing functions from the Department of Budget and Fiscal Planning transferred to the department, along with oversight of several previously independent agencies.
- 1974, Newly constructed 201 building of State Center, Baltimore was opened.
- 1978, Chapter 295 of the Acts of 1978 gave the Department of General Services' Police Officer Force the status of a regular police unit.
- 1980, The Department of General Services District Court/Multi-Service Centers Division was established.
- 1982, Newly-constructed Arbutus/Catonsville, Centreville, Denton, Ellicott City, Essex/Rosedale and Glen Burnie District Court/ Multi-Service Centers opened.
- 1983, Newly-constructed Belair and Elkton District Court/Multi-Service Centers opened.

- 1986, Newly-constructed Borgerding District Court/ Multi-Service Center opened.
- **1990**, Newly-constructed Salisbury District Court/Multi-Service Center opened.
- 1991, The statewide Fuel
  Dispensing and Management System
  was created.
- 1999, Office of Real Estate acquired over 29,000 acres of Chesapeake Forest lands on the Eastern Shore on behalf of the Department of Natural Resources.
- **2000**, Internet-based eMaryland Marketplace (eMM), a full-service interactive procurement system, was created.
- 2000, Newly-constructed Hagerstown District Court opened.
- **2000**, Shillman Building, Baltimore City was added to the Multi-Service Centers portfolio.
- 2000, Office of Real Estate completed the acquisition of the Deep Creek Lake property, securing this natural resource for Marylanders.
- **2000**, The new Miller Senate Office Building, Annapolis was completed.
- **2001**, The James Senate Office Building, Annapolis completed renovation.
- 2002, The Secretary appointed the first General Services Chief of Police.
- 2002, Newly-constructed Westminster District Court opened.
- 2003, The Department of General Services Police was moved from Facilities Operations and Maintenance and made a standalone division reporting directly to the Office of the Secretary.

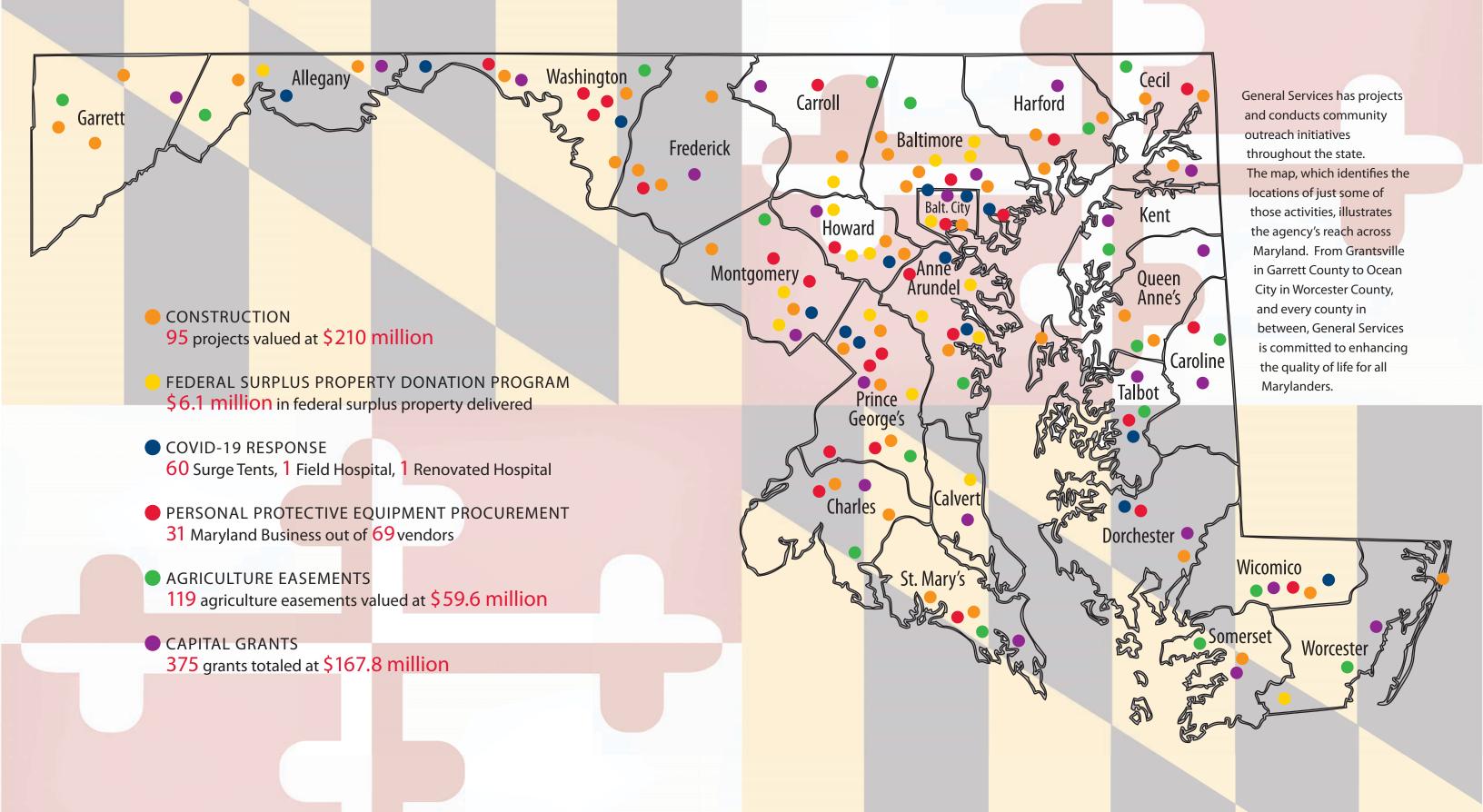
#### **DGS HISTORY TIMELINE**

- 2003, In its emergency support function, General Services played a major role in the damage assessment and long-term recovery efforts after Tropical Storm Isabel struck Maryland on September 18, 2003.
- **2003**, General Services creates the position of Energy Manager.
- 2003, Newly-constructed South Baltimore District Court opened.
- **2004**, Newly-constructed Silver Spring District Court opened.
- **2004**, The first female Facilities Management Superintendent was selected.
- 2005, General Services delivered the high-profile Reginald F. Lewis Museum of Maryland African American History & Culture construction project in Baltimore City on time and within budget.
- 2006, General Services completes \$30.4M building addition and alteration at the House of Delegates in Annapolis.
- **2006**, Construction of the Calvert Street garage, Annapolis was completed.
- 2007, Maryland Green Building Council, charged with evaluating high-performance buildings, was created by the General Assembly and staffed by General Services.
- 2008, The Maryland State Agency for Surplus Property (MSASP) was replaced by GovDeals.com, an online auction for surplus state property through a direct transfer program.
- **2008**, The Maryland Capitol Police adopted its present name.

- 2008, The Maryland Capitol Police were authorized to make arrests and enforce laws anywhere within 1,000 feet of State buildings and grounds in Annapolis and Baltimore (Chapter 549, Acts of 2008).
- **2008**, State House underwent a complete interior renovation, a 2 year job completed in 8 months.
- 2009, Towson District Court was acquired from Baltimore County Government.
- 2009, Hyattsville District Court was acquired from Prince George's County Government.
- **2010**, Prince Frederick District Court/Multi-Service Center was acquired from Calvert County Government.
- **2011**, The newly-constructed Rockville District Court opened.
- **2012**, State House re-creation of the Old House of Delegates was completed.
- 2013, St. Mary's District Court/Multi-Service Center was acquired from St. Mary's County Government.
- **2014**, Office of Real Estate acquired the historic Brice House property in Annapolis for preservation.
- 2015, The Old Senate Chamber in the Maryland State House was restored to its historic 1783 appearance. General Services oversaw the project with assistance from the Maryland Historical Trust and the Maryland State Archives.

- **2015**, The first state-sponsored Business Opportunities and Entrepreneurial Training Summit, a collaboration of General Services and the Maryland Department of Transportation, was held.
- 2018, General Services announced the mobilization of the capital project to replace Lawyers' Mall underground infrastructure.
- 2018, General Services launched the Computerized Maintenance Management System, a new tool to help maintain the state's 6.3 million sf of office space.
- **2019**, The Office of State Procurement launches new e-procurement system eMaryland Marketplace Advantage, eMMA.
- 2019, New Office of State Procurement established within General Services, based on legislation passed in 2017.
- 2019, Comprehensive renovation and restoration of the Enoch Pratt Free Library was completed.
  General Services oversaw the entire project.
- 2020, General Services launches new feature on its website, offering a livestream video of the Maryland State House dome.
- **2020**, Legislation passes expanding Maryland Capitol Police jurisdiction to all State-owned or State Leased buildings.
- **2020**, Newly-constructed LEED Silver Catonsville District Court opened.

#### **REACHING ACROSS MARYLAND**



#### **FACILITIES MANAGEMENT**

The Computerized Maintenance Management Systems (CMMS) unit was reorganized and now consists of three branches: Customer Service Center, Training and Building Systems. The Customer Service Center assists with work orders, requests from building tenants, and phone calls. The Training branch trains Facilities Management personnel in the varied aspects of the eMaint Computerized Maintenance Management System. The Building Systems branch addresses theintegration of building assets into the Computerized Maintenance Management System, as well as instituting an overall approach to systematic improvement of building maintenance.







#### **FACILITIES MANAGEMENT**

This division is responsible for the operation, maintenance, and management of 55 buildings totaling more than 6.3 million square feet of space. In FY 2020 this division:

- Opened the new Catonsville Multi-Service Center
- Upgraded lighting throughout the Baltimore State Center complex, the Guilford Avenue building and the Hilton Heights Community Center
- Re-keyed 300,000 square feet of Saratoga State Center
- Replaced hoist ropes on three high-rise elevators at the William Donald Schaefer Tower
- Installed **new water fountains** with bottle fill sensors throughout Central Services and Tawes buildings in Annapolis and the Saratoga State Center in Baltimore
- Rebuilt two cooling towers and replaced fan motors at the William Donald Schaefer Tower







#### **FACILITIES MANAGEMENT**

#### **COVID-19** RESPONSE

Facilities Management staff continued operation of all DGS-owned buildings despite the COVID-19 pandemic. During this time, Facilities Management heightened all levels of cleaning. The buildings were cleaned daily with high-touch areas, such as knobs, rails, and elevator buttons, cleaned at least three times a day.

Bathrooms, doors, and facilities were retrofitted to minimize exposure. Shields and barriers were constructed to protect security officers. Safety devices such as hand sanitizer stands, and automatic door openers were also installed in numerous buildings.

Information flyers were placed throughout the facilities demonstrating how to properly wear masks and socially distant from others.





DGS now uses a commercial robot at the 301 W. Preston Street Building. The robot is made by a company called SoftBank Robotics. It's an autonomous robot that uses sophisticated sensors to make its way across the floor and around obstacles. The robot can clean both carpeted and hard floors. The robot works nonstop for up to three hours on one rechargeable battery. The robot is part of a pilot project to see if the General Services' housekeeping staff can be freed up to do more important work, such as sanitizing high-touch surfaces.

#### **FACILITIES MANAGEMENT**

Since Governor Hogan declared a State of Emergency in March 2020 in response to the COVID-19 pandemic, the Department of General Services continues to follow all Environmental Protection Agency and Center for Disease Control and Prevention safety protocols.

Cleaning staff is using hospital-grade disinfectants, and checkoff sheets are placed at key locations to ensure key areas are being cleaned regularly. All staff and visitors are required to wear masks and to remain socially distant while on site.









**26** CELEBRATING FIFTY YEARS CELEBRATING FIFTY YEARS 27

#### MARYLAND STRONG

#### COVID-19 RESPONSE

The Department of General Services has partnered with a number of businesses to provide Maryland with the much-needed PPE during the Coronavirus pandemic. DGS worked with 69 vendors to procure PPE for the state, 31 of those vendors were Maryland businesses.

The department highlighted SiX of those Maryland Businesses in a video series titled Maryland Strong Mondays.

- ClearMask & Xometry provided clear masks
- Nations Photo Lab provided face shields
- Mid Atlantic Medical Supplies & Equipment Co. provided portable oxygen concentrators
- Citywide Youth Development provided gowns and masks
- Hardwire provided face shields
- Sailing Specialty Partners provided face shields







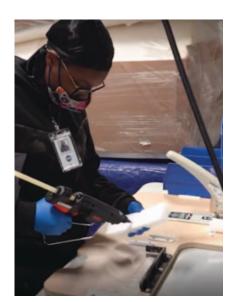












#### OFFICE OF STATE PROCUREMENT

The Office of State Procurement continues to conduct a majority of its procurement through eMMA, eMaryland Marketplace Advantage, a state-of-art e-procurement portal that is a business tool to provide vendors with easy access to State procurement information.





During 2020, the Office of State Procurement awarded 77 Facilities Maintenance contracts totaling over \$41.5 million, 254 Commodities contracts totaling over \$406.1 million, 65 Construction contracts totaling over \$511.4 million, 12 A/E contracts totaling over \$11.1 million, and 13 services contracts totaling \$42.7 million. 421 contracts totaling at over \$1 billion. Of the \$1 billion contracts \$50.5 million were awarded to SBR Programs, \$72.0 million to MBE firms, \$36.1 million to MBE Prime contractors, and \$35.9 million to MBE subcontractors.



Chief Procurement Officer Robert E. Gleason and Special Secretary Rhee talk at MBE Night in Annapolis

#### OFFICE OF STATE PROCUREMENT

Records Management provided storage for 154,291 cubic feet of records, equivalent to 25,714 four-drawer file cabinets. The unit accepted 3,574 cubic feet of new records equivalent to 621 four-drawer file cabinets. Records is also tasked with shredding and recycling documents, and destroyed 17,014 cubic feet (255 tons) of records eligible for disposal in accordance with established records retention schedules. Employees received and timely fulfilled 3,072 State agency records requests, as well as received and fulfilled 96 Public Information Act Requests.

This marks the **first year** of the Office of State Procurement, the central procurement agency for Maryland. The Office of State Procurement was created through the consolidation of the Procurement units of the Departments of Budget and Management, Information Technology, and General Services. Combining personnel, functions, and management of these units lead to the creation of new practices and procedures across the procurement spectrum.



1st Procurement Improvement Council attendees



Office of State Procurement staff



#### OFFICE OF STATE PROCUREMENT



Governor Hogan, First Lady, and team receive South Korean flight

#### **COVID-19** RESPONSE

Due to the immediate need for various supplies and services, DGS was tasked with procuring personal protective equipment (PPE), ventilators, medical tents, and temporary medical facilities. It was also asked to provide additional hospital bed capacity—medical, surgical and intensive care units—and related services needed to maintain their operations. The Office of State Procurement made PPE available to state agencies, local governments, nursing homes and hospitals.

General Services was proud to support and aid in Operation Enduring Friendship. In April 2020, a Korean Air passenger plane imported a very important payload of 500,000 COVID-19 test kits from South Korea for Maryland citizens.

The Office of State Procurement procured over \$683 million of personal protective equipment from over 150 different contracts for products, services, and leases related to the State's COVID response.



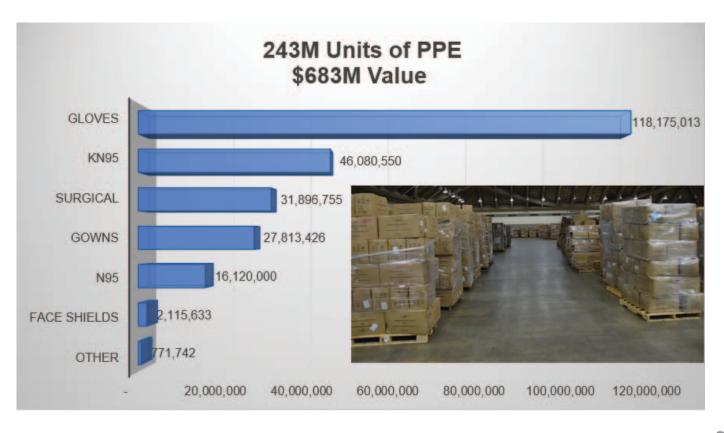
#### OFFICE OF STATE PROCUREMENT

#### **COVID-19** RESPONSE

The Governor acknowledged the Office of State Procurement staff for providing their exemplary service and personal sacrifice during the State's emergency response to the COVID-19 pandemic, acquiring significant supplies of personal protective equipment and critical services in support of the Maryland Strong: Roadmap to Recovery initiative.



**COVID Procurement Team** 

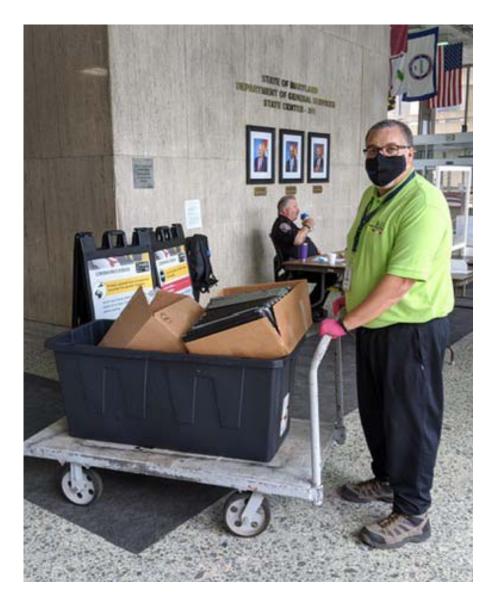


32 CELEBRATING FIFTY YEARS CELEBRATING FIFTY YEARS

#### BUSINESS ENTERPRISE ADMINISTRATION

Within the BEA are various units, including: Inventory Standards, Surplus Property, Fleet Management and Fuel Management Inventory.

- Facilitated the **transfer of over 959 state-owned assets** within the state government, valued at \$1.5+ million and saving taxpayer dollars by eliminating the need for new purchases
- Managed the disposition of over 202,000 excess/surplus state items with an original cost of \$123 million
- Facilitated the donation of 644+ items, including trucks and buses, valued at \$468,000+ to local jurisdictions and non-profits in the State of Maryland
- Delivered \$6.1 million in federal surplus property through the Federal Surplus Property Division
- Provided guidance and assistance for the management of over \$54 billion fixed assets and \$1.8 million materials and supplies statewide in accordance with DGS Policies and Procedures
- Developed statewide repair, maintenance and fuel RFPs for a potential \$420 million, 30% MBE contract for the supply and distribution of various fuel products, including motor fuels, heating oil, motor oil, and related services









#### **BUSINESS ENTERPRISE ADMINISTRATION**

#### **COVID-19** RESPONSE

The Inventory Standards and Support Services Division loaned a DGS box truck to the Department of Health for the transportation of personal protective equipment and other medical supplies throughout the state. The division also provided support to the Maryland National Guard to assist with securing fuel for military vehicles and equipment.

The Federal Surplus Property
Division assisted eMMA in the
logistics management of personal
protective equipment for the
State valued at \$646 million.
The Division assisted in acquiring
over \$1 million worth of food,
bottled water and baby formula,
computers, laptops, and medical
supplies to helped families in the
state experiencing hardship.





The BEA Capital Grants unit provides administrative and technical support for a portfolio of 620 active capital grant projects valued at over \$1.1 billion in funding from the Maryland capital budget. In FY 2020, the Lexington Market Groundbreaking marked the beginning of the redevelopment of Baltimore's historic public market. Lexington Market is the oldest operational public market in America. The state committed \$6.85 million to the redevelopment of Lexington Market, through capital grants.



Lexington Market Groundbreaking with Secretary Churchill and Secretary Holt

The **Top Five** Capital Grants projects Funded in **FY 2020**:

UMMS - Capital Region Medical Center \$56,000,000

Stevenson University - Rosewood Property Environmental Abatement \$6,000,000

St. Mary's County Adult Detention Center Upgrades \$5,511,000

Garrett College Community
Education and Performing Arts
Center \$5,500,000

Maryland Zoo in Baltimore \$5,000,000



GCC Education and Performing Arts Center



Capital Region Medical Center

#### MARYLAND CAPITOL POLICE

In FY 2020, the Maryland Capitol Police (MCP) designed and constructed a **new police communications center** housed in Annapolis. As a result, the Baltimore and Annapolis dispatch centers were merged into a **state-of-art police communications center** with current technologies. This will allow for better police and security services to the people MCP serves and protects. The new communications center contains **four** operator workstations with updated radios, computers as well as newly installed cameras, monitors and video management systems for additional security at DGS facilities.

Currently progressing are upgrades to the security systems in state buildings and on state grounds. This includes upgrades to video management systems, access control systems, intrusion detection systems, security system software and fire monitoring systems.



New Capitol Police Communication Center

#### MARYLAND CAPITOL POLICE

The MCP was instrumental in the development and passage of Senate Bill 561 - Department of General Services - Jurisdiction and Maryland Capitol Police during the 2020 session of the Maryland General Assembly. Effective October 1, 2020, the bill increases the MCP's jurisdiction to all state-owned or state-leased buildings and grounds, including the surrounding area that encompassess 1,000 feet in any direction from the boundary of the grounds and establishes a Chief of Police for the MCP.



National Law Enforcement Appreciation Day



Governor Hogan greets K-9 Dawson at Catonsville District Court

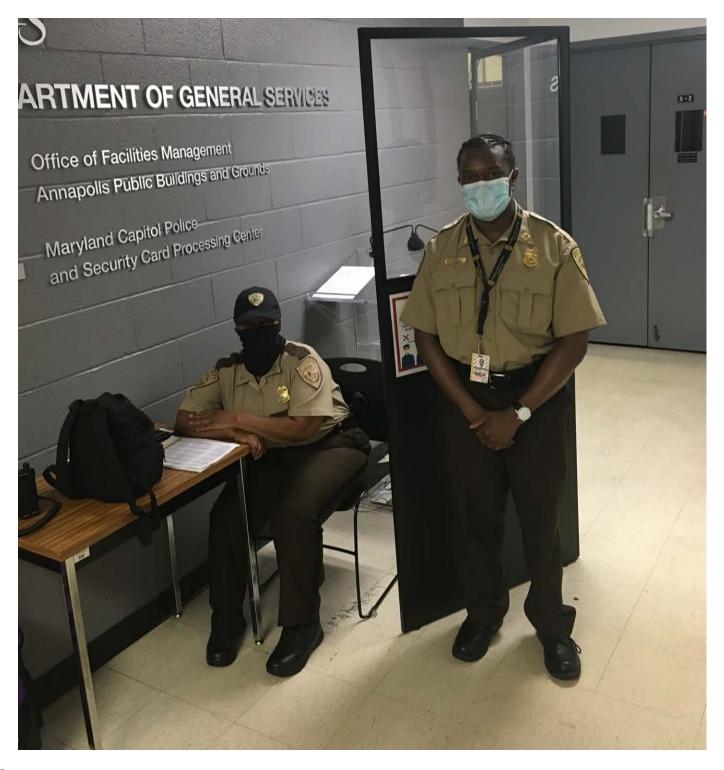
Further enhancing security and safety is MCP's K-9 Unit, which consists of Champ, Rylo, and Dawson. In FY 2020 they completed 2,338 building sweeps, 1,581 patrol checks, 373 officer assists for a total of 5,523 activities.



#### MARYLAND CAPITOL POLICE

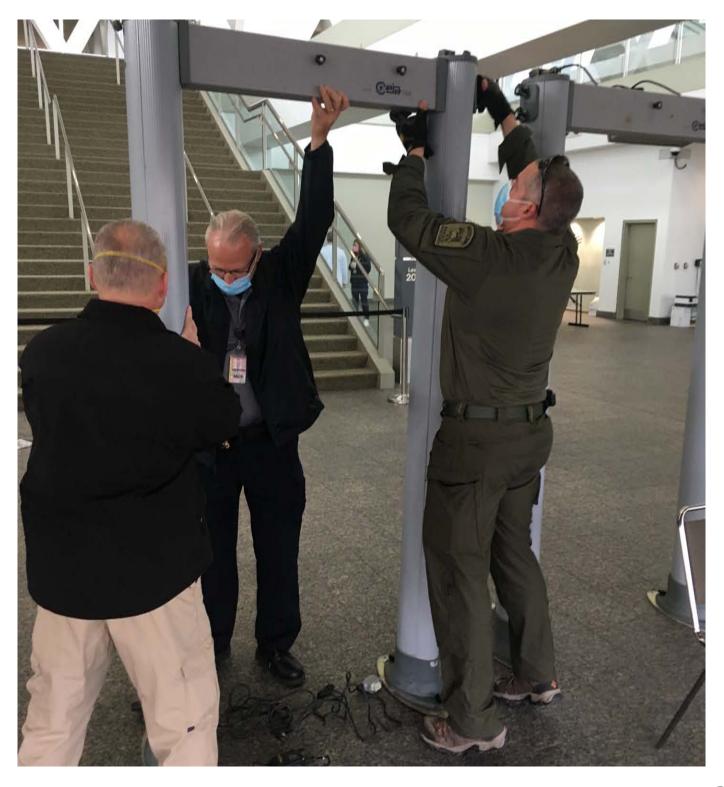
#### **COVID-19** RESPONSE

Both Capitol Police and Security Officers are classified as **essential employees** and reports to work daily to screen employees and provide a safe working environment. The **screening process** consisted of asking certain questions, documentation, and in some instances, temperature checks at entry points. Since the beginning of March, the Capitol Police and Security Officers have screened over **178,000 people** entering General Services' buildings.



#### MARYLAND CAPITOL POLICE

Developed and implemented security protocols at the Baltimore Convention Center Field Hospital; including design, policy, and screening procedures. Worked with the Office of State Procurement to ensure proper security equipment was ordered as well as the selection of a security force to work the different perimeters of the field hospital. The Capitol Police also provided police and security officers to secure the COVID-19 test screening site at the Baltimore Convention Center, established in July 2020, during regular hours of operation.



#### OFFICE OF REAL ESTATE

There are four units within the Office of Real Estate. Each unit provides unique, professional services within its area of expertise. In FY 2020, the Lease Management and Procurement unit presented 34 commercial leases for approval to the Board of Public Works (BPW) representing more than 325,000 sf and lease term cost avoidances savings of more than \$2.9 million. The BPW also approved 19 revenue leases with an annual value of more than \$2.3 million in revenue to Maryland.

Efficiency was gained within the unit with the implementation of a report that tracks the status of all agency commercial, intergovernmental, parking and revenue leases in the DGS portfolio. This will provide more effective communication and collaboration between DGS and its sister agencies, brokers, and executive management.

The Lease Management and Procurement unit procured new office space for the Opioid Commission and identified and procured space for the newly created Office of the Inspector General for the Maryland State Department of Education.

The Office of Real Estate also facilitates the transfer of state-owned property. In 2020 the Office of Real Estate facilitated the transfer of the historic Burtis House property from the Department of Natural Resources to the City of Annapolis. This property will play a critical role in the Annapolis City Dock revitalization and resilience initiative. The Office of Real Estate also facilitated the transfer of the Old Catonsville Courthouse to the University of Maryland Baltimore County. The university's campus lies adjacent to this property, which will be used to provide additional space to expand high demand academic programs, including computing, cybersecurity, and engineering and related support units.







#### OFFICE OF REAL ESTATE

#### **COVID-19** RESPONSE

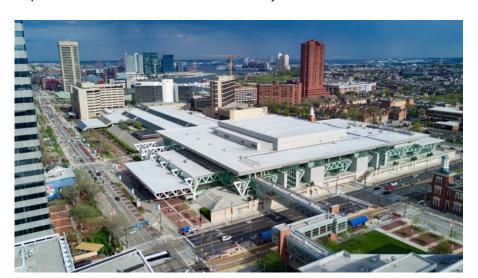
Negotiated license agreements for the State's Mass Casualty Plan, license agreement and letter of intent for the Baltimore Convention Center, as well as secured two critical warehouse service agreements and leases for the Department of Health.

Support was provided to the MEMA surge team in discussing license agreements for several sites under review, including two sites where the owners agreed not to charge the State for potential use of the sites.

DGS played a key role in negotiating a master license agreement and several addendums for the use of the Baltimore Convention Center site as a field hospital, warehouse/storage facility for PPE, and as a testing site in response to the COVID-19 emergency. Baltimore City has been a tremendous partner in helping the State to set up these critical resources to respond to the pandemic.

Negotiations were held with the historic Lord Baltimore Hotel for the use of the site as housing for medical providers and extended care for recovering patients. Upon discovery of the City's urgent need to house displaced residents in the downtown area, DGS assigned this license agreement to the City to assist with its COVID-19 response

The Maryland Department of Health utilized a Six Flags parking lot as a COVID-19 testing site. This site is very active and critical to meeting the COVID-19 testing needs for Prince George's and surrounding counties. Six Flags was considering leasing the site to other entities. DGS successfully negotiated terms agreeable to both the Department of Health and Six Flags, allowing the Department of Health to provide this important health service to the community.



The Office of Real Estate facilitated the move of the Department of Planning's legislative office to a larger space along with their 2020 census staff and its redistricting office. The Valuation and Appraisal unit completed 439 appraisal reviews and 52 staff appraisals. The majority of this work was done on behalf of the Department of Agriculture's Maryland Agricultural Land **Preservation Foundation** program.

The Land Acquisition and Disposal unit facilitated the transfer of 177 acres of the former Rosewood Hospital property to Stevenson University and processed 66 agriculture easements approved by the BPW and valued at more than \$33.4 million.



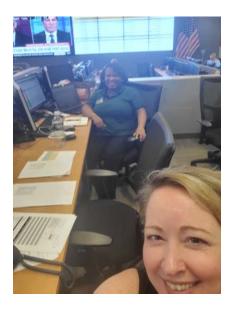
Maryland Agricultural Land Preservation Foundation Program

**40** CELEBRATING FIFTY YEARS CELEBRATING FIFTY YEARS 41

## I am DGS

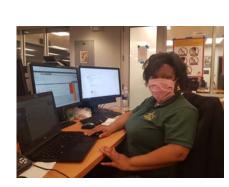














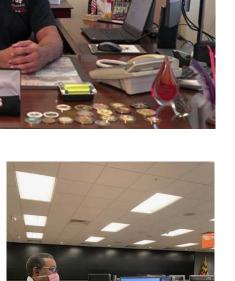






















#### DIVISIONS AND OFFICES OF GENERAL SERVICES

#### Secretary's Office

Legislative Affairs
Human Resources
Public Information
Fiscal Services
Emergency Management

#### Design, Construction, & Energy

Energy and Sustainability
Capital Project Management
Facilities Engineering Division
Construction Inspection
Design Services
Public Schools and Community Colleges

#### State Procurement

Procurement Bureau
eCommerce Management Bureau
Policy, Procurement Review & Training Bureau

#### **Business Enterprise Administration**

Capital Grants and Loans Division
Inventory Standards and Support Services Division
Business Outreach and Training Office
Surplus Property Division

#### **Facilities Management**

Annapolis Public Buildings and Grounds
Baltimore Public Buildings and Grounds
District Courts and Multi-Service Centers
Computerized Maintenance Management System Unit

#### **Real Estate**

Land Acquisition & Disposal
Lease Management & Procurement
Lease Construction & Compliance
Valuation & Appraisal
State Owned Portfolio Management

#### **Maryland Capitol Police**

Headquarters
Baltimore Division
Annapolis Division
Support Services



DEPARTMENT OF GENERAL SERVICES

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